



Job Code: 9786

Grade: 14

HCWR: N

Job Title
Peer Advocate

Department
Behavioral Health Authority

This position is exempt from Career Service under the CCH Personnel Rules.

Job Summary

Under general supervision, the Peer Advocate provides peer support such as sharing recovery stories, identifying wellness goals, and providing emotional support to consumers of Cook County Health (CCH) behavioral health services and their families. Incumbents in the Behavioral Health Peer Advocates series are members of the community who have personal lived experience as a former consumer or close family member/caregiver of a former consumer of public behavioral health or substance abuse programs.

Typical Duties

- Provides information, education, training, and technical assistance on consumer and family member perspective for behavioral health system providers and partners
- Supports client and family involvement in the behavioral health system through client-centered engagement
- Facilitates and monitors various support groups and educational sessions to consumers and family members
- Participates in the Community Triage and Stabilization Center meetings or the teaming process in accordance with established policies and procedures
- Provides consumer, child/youth, or family voice and perspective as necessary regarding service needs and organizational and system planning
- Facilitates or assist with facilitating self-help model support groups such as Anger Management and Money Management
- Shares personal lived experiences related to behavioral health and recovery in a variety of settings including person-to-person, small and large group, and public presentations
- Attends and participates in committees and workgroups related to behavioral health, mental health, substance use, and related topics
- Participates in countywide regional outreach activities related to Behavioral Health Services
- Composes and maintains accurate and appropriate records of services provided
- Meet required timelines for referrals, follow-up, and coordination of care
- Establishes and maintains cooperative, effective working relationships with clients, co-workers, other agencies, and the public
- Follows written crisis policy/procedure.
- Maintains client confidentiality
- Performs related duties as assigned

Minimum Qualifications

- Lived experience with mental illness or substance use disorders
- Must be 21 years of age or older at the time of application.



Preferred Qualifications

- Prior experience working in a Behavioral Health Hospital or Crisis Center
- Certified Recovery Specialist

Knowledge, Skills, Abilities and Other Characteristics

- Knowledge of applicable laws, rules and regulations related to behavioral health services
- Knowledge of public and private agency services available for families and adults with behavioral health and recovery challenges
- Knowledge of crisis intervention techniques
- Knowledge of the needs and difficulties faced by ethnically diverse consumers and families/caregivers of consumers of behavioral health services
- Knowledge of the methods and techniques to communicate effectively with behavioral health consumers, families/caregivers, the community, and treatment/care teams
- Knowledge of cultural and social factors affecting behavioral health and recovery
- Ability to adhere to department policies and standards utilizing best practices
- Ability to communicate clearly and concisely, both verbally and in writing
- Ability to analyze situations accurately and adopt an effective course of action
- Ability to effectively organize and prioritize work assignments

Physical and Environmental Demands

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, “Typical Duties” are essential job functions.